

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

CB
60:40

EXAMINATION: DECEMBER - 2023

SEMESTER - V

Sub: Human Resource Management (BBA15- 511)

Date : 13/12/2023

Total Marks : 60

Time: 10.00am to 12.30pm

- Instructions:** 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. _____ is one of the ways companies use to terminate employees when the company is forced to downsize its number of employees
a) Recruitment
b) Bonus
c) Retrenchment
d) Promotion
2. Human resource management emphasizes on
a) Development of people
b) Adoption of people
c) Punishment of people
d) None of these
3. Basic managerial functions of HRM are
a) Planning, organising, staffing
b) Planning, organising, directing and controlling
c) Planning, organising and co-ordinating
d) None of these
4. Promotion is an _____ source of Recruitment
a) Internal
b) Macro
c) External
d) None of these
5. Preliminary Interview, Screening of Applicants, Employment Tests, Selection Interview are all a part of _____.
a) Recruitment Process
b) Appraisal Process
c) Selection Process
d) Training Process

Q. 2. State True / False (05)

1. Horn Effect, Personal Biases, Spillover Effect are all errors in performance appraisal.
a) True
b) False
2. Basic managerial functions of HRM are Planning, organizing, directing and controlling.
a) True
b) False
3. Identifying the source of potential candidates and attracting them to apply for the job is called Recruitment.
a) True
b) False
4. Campus selection is an external source of recruitment
a) True
b) False
5. Preparing job description can never be a part of recruitment.
a) True
b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Errors in Performance Appraisal
2. Selection Process
3. Methods of Recruitment
4. Role of HR Manager
5. 360 degree Appraisal

Q. 4. Answer in detail (Any Two) (20)

1. Reference check is an important aspect while selecting a candidate. Throw some light on this.
2. Explain the process of performance appraisal in detail.
3. Define Human Resource Planning. Elaborate its significance.

Q. 5. Case study (15)

1. Jasmine just graduated college, she's ready to head out on her own and get that first job, and she's through her first interviews. She receives an offer of a Rs 28,000 salary, including benefits from COLLEGE CORP, from an entry-level marketing position that seems like a perfect fit. She is thrown off by the salary they are offering and knows that it is lower than what she was hoping for. Instead of panicking, she takes the advice of her mentor and does a little research to know what the market range for the salary is for her area.

She feels better after doing this, knowing that she was correct and the offer is low compared to the market rate. After understanding more about the offer and the rates, she goes back to the HR representative and asks for her preferred rate of Rs 32,500, knowing the minimum that she would accept is Rs 30,000. Instead of going in for her lowest amount, she started higher to be open to negotiations with the company. She also sent a note regarding her expertise that warranted why she asked for that salary. To her happy surprise, the company counter offered at Rs 31,000—and she accepted.

Questions:

1. What key points of Jasmine's negotiation led to her success?
2. What could have Jasmine done better to get a better outcome for her salary?

Solve the above case using following steps.

- Step 1: Write down facts of the case
- Step 2: SWOT analysis of the case
- Step 3: Give your assumptions
- Step 4: Answer the questions
- Step 5: Title the case